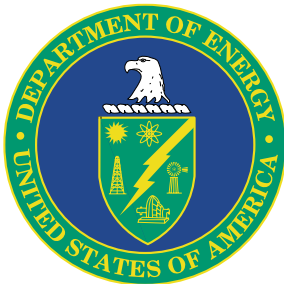


Office of Science (SC)
Information Management (IM)
Operating Plan – FY 2000

October 1999



U.S. DEPARTMENT OF ENERGY

Office of Science

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SC-621 Strategic Planning & Architecture

Introduction

During Fiscal Year (FY) 1999, the IM Team updated the entire Strategic Plan to cover FY 2000 through FY 2004. Using the updated Strategic Plan and the SC-621 organizational lifecycle (shown in Figure 1 - SC-621 IM Team Lifecycle), the IM Team developed the Operating Plan for FY 2000.

The FY 2000 Operating Plan contains the projects, schedule, and costs for IM work to be accomplished during this fiscal year. It is organized according to the established IM lifecycle components. Strategic Planning and Architecture updates and maintains the IM direction to support SC business activities. This is accomplished through the development of the Strategic Plan, Operating Plan, and an Integrated Schedule. System Development and System Engineering projects are based on the Strategic Plan and IM architecture. Application Integration & Management provides the coordination necessary for the delivery of technology upgrades and system capabilities into the SC production environment. Production supports and maintains the SC local area network (LAN) infrastructure and applications and serves as a problem resolution center. IM Program Management provides the oversight necessary to ensure effective integration of the functional components comprising the IM program.

The Operating Plan is presented in seven parts.

- An overview of the IM Team Lifecycle
- A description of the FY 2000 budget plan
- A description of the FY 2000 technology project dependencies
- A listing of the FY 2000 task assignments cross-referenced to the budget
- An integrated schedule for the FY 2000 work to be done
- A description of the performance measures by task
- A milestone chart identifying FY 2000 deliverables to the user by quarter

IM Team Lifecycle

The lifecycle of the IM Team consists of the six organizational “boxes” in the chart (Figure 1 - SC-621 IM Team Lifecycle). A description of each box follows.

Strategic Planning & Architecture (SPA)

SPA implements the “information architecture” methodology, which culminates annually in an updated 5 year Information Management (IM) Strategic Plan. SPA functions specifically encompass the following:

- Updating the Business Model and IM architectures
- Updating IM Strategic and Operating Plans
- Promoting Program Office participation and buy-in to the Strategic Plan
- Supporting the SC IM Board and SC Customer Advisory Group
- Communicating IM activities to users
- Improving the IM lifecycle methodology

System Development (SD)

System Development implements the functionality specified by the Strategic and Operating Plans. The method used to perform system development is Joint Application Development (JAD) / Rapid Application Development (RAD). This method involves the user in an iterative development approach to ensure that the business requirements are met.

System Engineering (SE)

System Engineering implements the technology infrastructure required to support System Development projects. Once completed, the engineered solutions follow the same path to Production as developed applications.

Application Integration & Management (AIM)

AIM transitions developed applications and engineered solutions to Production. This involves testing, training, configuration management, quality assurance, application maintenance, and rollout to the user. (To help accomplish this, AIM creates and maintains “physical database tables”). AIM coordinates closely with all other “boxes” to ensure user satisfaction.

Production

Production is the responsibility of the SC Customer Support Center, which is made up of two organizational elements: Helpdesk and Network Operations. Helpdesk problem resolution services include phone analysis, deskside support, and hardware and software technical support. Network Operations includes operation of the Network Operations Center and the Network Management Information Center (NMIC).

IM Program Management

IM Program Management is performed by the SC IM Team and includes the following:

- Briefings to SC senior management
- Effective integration of all IM projects
- Resource planning and management
- Space arrangements
- Authorization and control of extended work week (EWW) activities
- Review of contractor resource, cost, and progress reporting
- Technical monitoring of contract activities
- Participation in Headquarters (HQ) IM collaboration efforts
- SC field office collaboration efforts

Integration / Communication Products

The table below, Table 1 - Lifecycle Products, provides a high level view of the products used in the IM Team Lifecycle.

Object	Description	Producer
IRC	Information Resource Catalog – maintains information on all systems within or that impact SC HQS.	SPA
Business Model	Model of major business activities within SC HQS.	SPA
Data Architecture	Data Model of the data stores within and interacting with SC HQS information systems.	SPA
Application Architecture	Automated capabilities to support SC HQS business activities.	SPA
Technology Architecture	The technology infrastructure to support SC HQS automated capabilities.	SPA
Strategic Plan	The 5-year plan for development and implementation of IM systems for SC HQS.	SPA
Requirements	Specific needs of the users in SC HQS. Specific requirements are generated from sources such as the Business Model, JAD sessions, user interviews, etc.	SPA / SD / SE
Use Cases	Development documentation depicting the actual functionality and flow of the systems to meet the requirements.	SD
JAD Notes	Records of the JAD meetings that may feed into other documents, revise Use Cases, spawn additional requirements, etc.	SD
Version Description Documents (VDD)	Documents that detail all the necessary components that make up the product being transitioned to AIM.	SD
System Test Plans	Plans to validate the requirements of the systems relative to the design and ultimate implementation.	SD
Version Description Documents (VDD)	Documents that detail all the necessary components that make up the product being transitioned to AIM.	SE
System Test Plans	Plans to validate the requirements of the systems relative to the design and ultimate implementation.	SE
Product Evaluation / Review Documents	Review / Evaluation Tests for products under evaluation / implementation.	AIM
Technical Impact Documents	Identified technical impacts on Production as a result of the rollout of new products.	AIM

Object	Description	Producer
Defect Reporting	Various reports generated from the defect tracking tools to provide metrics for when a product is ready to be rolled out.	AIM
AIM Performance Measures	Measures to ensure effective rollout of products to the customer.	AIM
Rollout Plans	Detailed plans providing new products and services to the user community.	AIM
Applix Tickets	Response to maintenance and integration tickets generated in production from users or SC-621 for existing production products.	Production

Table 1 - Lifecycle Products

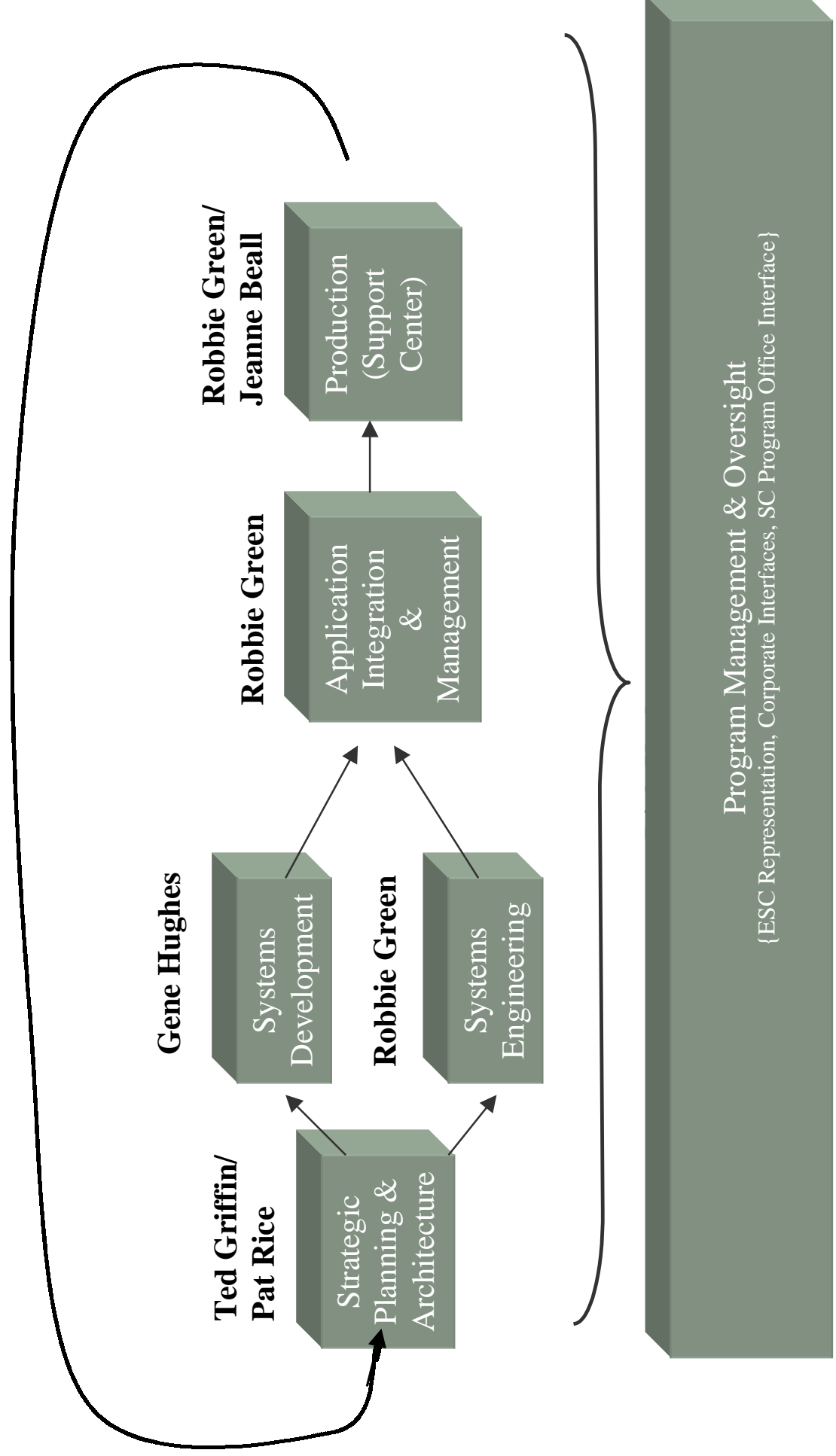


Figure 1 - SC-621 IM Team Lifecycle

FY 2000 Budget Plan and Line Item Descriptions

Title	Task Summary Description
Strategic Planning & Architecture	
Strategic Plan Update	Updates SC HQS' information architecture to include: Principles, Information Resources Catalog, Business Model, Data Architecture, Application Architecture, Technology Architecture, Strategic Plan, and Operational / Tactical Plan. Creates an information repository tool to store the SC HQS' information architecture, to track information through the SC-621 Lifecycle from Business Model to "Package" implementation, and to provide SC user access. Supports all IM Board and customer group meetings.
IM Communications	Publishes newsletters, updates the SC-621 homepage, develops "road-shows", conducts surveys, and transmits informational email messages, all for the purpose of keeping SC HQS' users apprised of available services, services to be deployed, and the process used to determine services to be deployed. Supports monthly meetings with SC field IM counterparts to work collaborative projects and exchange information. Supports quarterly SC-621 meetings to review progress and planned projects.
IM Lifecycle	Supports the SC-621 Lifecycle by establishing and reviewing performance measurements, establishing policies and standards, facilitating process improvement, supporting the budget formulation and execution process, and performing hardware / software acquisitions.

Systems Development	
Reference Package v1.0	Supports all SC HQS' business activities by maintaining reference information on the SC organization, its employees, and its programs.
Execution Work Management v1.0	Supports the SC HQS' budget execution process for grants by issuing solicitations and maintaining information on proposals.
Execution Work Management v1.1	Supports the SC HQS' budget execution process for Field Work Proposals (FWP) by issuing solicitations and maintaining information on proposals.
Support Services Package v1.0	Supports all SC HQS' business activities by providing a query and reporting capability for SC's information systems.
Budget Package v1.0	Supports the SC HQS' budget formulation process by maintaining budget summary information such as funded amounts, proposed work, budget decisions, budget justifications, and revisions based on appeal.
Intranet Package v1.0	Supports all SC HQS' business activities by providing central management of SC's automated capabilities in a secure environment.

Title	Task Summary Description
Execution Work Management v2.0	Supports the SC HQS' budget execution process for grants and FWPs by maintaining information on review and selection data, based on grants and proposals.
Support Services Package v1.1	Supports SC HQS' support service responsibilities by managing SC's concurrence process and procedures.
Intranet Package v2.0	Supports all SC HQS' business activities by providing enhanced capabilities to the central management of SC's automated capabilities in a secure environment.
Budget Package v1.1	Supports the SC HQS' budget formulation decision making process by calculating and presenting multiple budget scenarios, providing for budget review, recording budget / funding decisions, and developing budget schedules.
System Retirement and Replacement	Provides system support to the retirement and replacement of the following systems, which do not conform with the SC HQS' information architecture: Front Office Day Timer, Perfil, DocLog, Computer Inventory, Word Perfect, SC Phone Listing, DOE Phone Book, Little Black Book, LABEL.
AIM Transition	Provides expertise to AIM to ensure proper transition of developed Packages to Production and rollout to the user.

Systems Engineering	
Disaster Recovery	Scopes the SC HQS' IM disaster recovery plan in accordance with security requirements.
Office 2000	Supports all planned development (especially the Execution Work Management, Intranet, and Budget Packages) by upgrading all user desktop configurations to Office 2000.
Standard Desktop	Replaces SC's current Win95 desktop configurations with a more secure 32-bit operating system (equivalent of NT-Workstation). Requirements will be assessed to determine if the LAN infrastructure needs to be upgraded in FY2000 due to delays in the delivery of Active Directory.
Security Services	<p>Plans, analyzes and implements a secure data and communications environment in SC. This environment includes applications services, desktop security capabilities, digital authentication, data back-up / redundancy, data linkages, encryption, transport and network. Activities will include:</p> <ul style="list-style-type: none"> - Analyzing the security risks and countermeasures in support of SC and DOE security policy; - Analyzing IMSC application security requirements; - Analyzing technical support requirements; - Designing the technical implementation and infrastructure including: <ul style="list-style-type: none"> - Data encryption; (PKI, Verisign, VPN's) - Digital signature; and

Title	Task Summary Description
	<ul style="list-style-type: none"> - Physical access to equipment and data. - Necessary training.
Workflow Infrastructure	<p>In support of planned development (especially the Execution Work Management and Support Services Packages), provides the technical capability to identify those who interact with electronic information including the types of action required of each recipient and the automated contingency actions in case of unexpected results. Provides:</p> <ul style="list-style-type: none"> • Definition and development of the infrastructure to support workflow routing, management, and control • Linkage to security for signature authentication, access rights, and other security components • Linkages to document management infrastructure for document preparation and processing
IMSC / Document Management Infrastructure	<p>In support of planned development (especially the Execution Work Management and Budget Packages), provides engineering support to configure, test, and install the hardware and software needed to implement document management in SC. Technologies may include improved data storage repositories, electronic records management software and hardware, high-speed scanners, etc.</p>
Intranet Infrastructure	<p>In support of all planned development (especially the Intranet Packages), migrates some existing and future applications and information onto a browser-based platform. Migrates all of the IM related information, as well as the valuable resource management information that is not currently electronic. Determinations of whether the information is public or private will be performed on a case-by-case basis. Collaboration with Field Offices needs to be supported (via DOENet).</p>
33% Upgrade (LAPTOPS ONLY)	Upgrades 33% of the existing laptops available for SC use.
System Retirement and Replacement	<p>Provides System Engineering support to the retirement and replacement of the following systems, which do not conform with the SC HQS' information architecture: Front Office Day Timer, Perfil, DocLog, Computer Inventory, Word Perfect, SC Phone Listing, DOE Phone Book, Little Black Book, LABEL.</p>

Title	Task Summary Description
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Application Integration and Management

System Development (IMSC) Integration	Integrates and manages the delivered "Packages" into Production.
System Engineering Integration	Integrates and manages Commercial off the Shelf (COTS) software in support of placing enterprise wide applications into production.
Configuration Management	Maintains a repository of final-version documentation that has been reviewed as part of the pre-production analysis function. Based on the contents of that repository, determines how best to leverage the information, in terms of content and formats, to make the information useable by other elements of the Support Center (Help Desk, Network Operations, Network Management), developers, information architects, SC management, and possibly by the SC business community.
Training and Rollout Management	Provides training and rollout coordination for all "beta" and "production" releases of "Packages" and for all COTS packages (e.g., MS Office 2000, user-based encryption/security software) to the user.

Production

Helpdesk	Provides level of effort phone coverage for the SC Support Center. SC Support Center hours of operation are 8:00am and 5:30pm. The phone analysts are required to answer all phone calls, log all pertinent information into the Applix Call Incident System, attempt resolution utilizing remote control capabilities, and follow the status of each incident until closure. In certain cases, problems are escalated, via the Applix system, to pertinent areas of the SC Support Center for resolution. Once closure has been obtained, it is the phone analyst's responsibility to close the incident and ensure customer satisfaction. The phone analyst's are also responsible for monitoring the SC Support Center mailbox. The phone analyst function is primarily reactive in nature, responding to user requests, which means that the supporting processes need to be managed and operated efficiently in order to provide a high quality service. The phone analyst position is key to setting user expectations and providing excellent customer service.
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Title	Task Summary Description
Operations	<p>Provides level of effort SC local area network (LAN) support. The following functions are performed in support of both customer incidents and the pro-active daily maintenance of the SC LAN:</p> <ul style="list-style-type: none"> • Network Management (HP Openview) • Pager Notification System • IP Address Management • Network Monitoring • Performance Monitoring • Infrastructure Support • Procedures and Documentation • Novell Administration • NT Administration • Web Administration • Directory Service Management • NDS Tree Design • Backup / Recovery • Travel Manager Maintenance • Server Maintenance • User administration / rights • Saber Administration • SMS client (push / pull)
Deskside	Provides level of effort deskside (customer workstation) software support. Supports the phone support team by providing hands-on diagnostics and problem resolution.
Support Center Management	Provides overall Support Center management, on a daily basis, to ensure efficient customer response and satisfaction.
Application maintenance	Provides level of effort support in order to maintain all SC production systems, as well as all production DOE-wide system interfaces that exist.
Hardware Maintenance	Provides hardware support for all desktops, printers, monitors, and Fax machines that are deployed by the SC Information Management Team (DOE Tagged equipment). Is staffed utilizing an outsourced vendor, who provides 2 hour GTN response and 3 hour FRSTL response for all hardware-related problems. The vendor is notified via the SC Support Center (Applix) and repairs or replaces inoperable SC provided equipment.
Database Administration	Maintains an accurate, up-to-date version of the SC corporate data model. The model includes legacy application information, work in process application information describing the data design of new SC development initiatives, and baseline information on DOE-wide applications that are expected to impact the SC corporate data model.

Title	Task Summary Description
Server Side Operational Upgrade	Provides for small operational upgrades in support of preventative maintenance, security patches, etc. to remain technologically current.
Enterprise Agreement	Provides a 3 year maintenance agreement of MS software licensing (and upgrades) for all desktops (MS Office, IE, etc.) and servers (NT, SQL, etc.)

Program Management	
Extended Work Week (EWW)	Provides for overtime for the operation of the Customer Support Center as well as other projects. Budgeting and accounting for the EWW costs in a single project facilitates control of this expense and provides visibility of paid overtime.
Unplanned	Provides for unplanned projects. FY1999 examples are Y2K and SC name change.
Field and HQ Collaborative Projects	Provides funding to leverage collaborative IM efforts between SC Headquarters and SC field offices.
End User Credit Card Budget	Provides for ad-hoc end users hardware / software purchases.
Other Direct Costs (ODC)	Provides for reimbursement of costs other than labor, when authorized. Budgets and controls expenditures for authorized activities, such as training, or hiring of consultants for special tasks.

Table 3 - Summary Descriptions

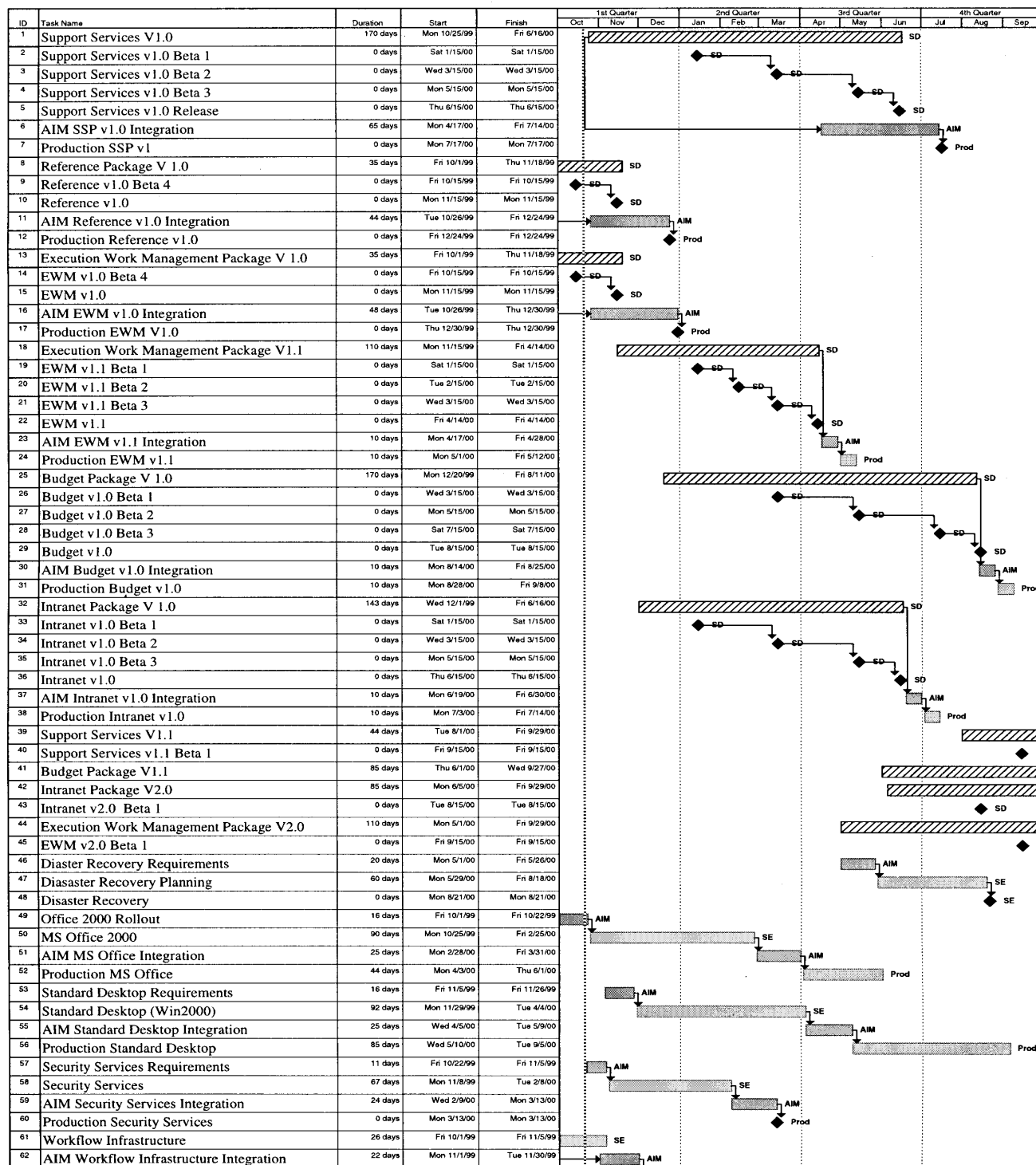
FY 2000 Technology Project Dependencies

Title	Description	Relationship / Dependency
Disaster Recovery	Prepare and regularly test a disaster recovery plan that will provide for the availability of critical SC computer systems in the event of a major disaster such as storm, flood, earthquake, or fire.	SC's mission critical systems need to define minimum down time criteria for the establishment of contingency planning and disaster recovery. Once this criteria is defined, a plan needs to be developed to support these needs.
Office 2000	Upgrade office suite of tools.	Necessary for integration of capabilities in the deployment of developed applications. Additionally, it provides better interoperability from within the data store and development foundations.
Standard Desktop	Hardware & OS upgrade.	Necessary for reducing administration costs, improving security, providing a standard technology basis for SC users, and minimizing disparate systems.
Security Services	Provides the necessary security for electronic communications and data access within SC.	Necessary for communications in and out of the SC network capabilities, and for the implementation of new Cyber security policy and plans.
Workflow Infrastructure	Provides the necessary infrastructure for implementation of workflow solutions to include bandwidth, processor capability, and server distribution.	Required by Execution Work Management (EWM) Package v1.0.
Intranet Infrastructure	Provides the necessary infrastructure for implementation of Intranet access to specific data stores.	Required by Intranet Package v1.0.
IMSC / Document Management Infrastructure	Provides the necessary infrastructure for implementation of document management solutions to include bandwidth, processor capability, and server distribution.	Required by planned development (especially the Execution Work Management and Budget Packages).

Table 4 - Technology Task Dependencies

FY 2000 Integrated Schedule

This section details the integrated schedule of work to be performed by SC-621 as detailed previously in this document. The provided Gantt chart shows planned days for tasks to run during the fiscal year.



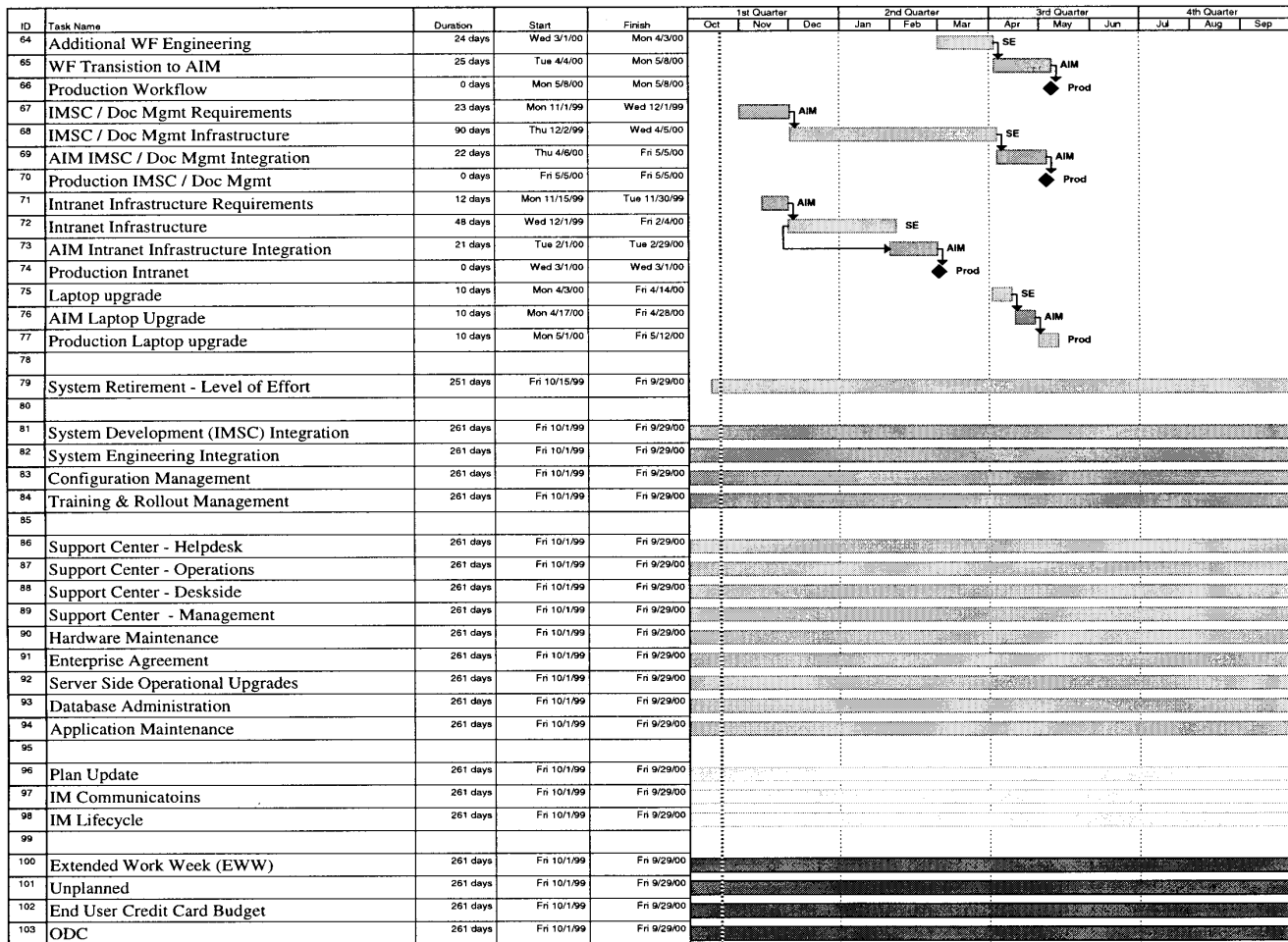


Figure 2 - Integrated Schedule

FY 2000 Performance Measures

Title (grouped by Organization)	Performance Measure
Strategic Planning & Architecture	
Strategic Plan Update	Increase and improve customer involvement. Make process improvements. Improve linkage between components. Update all IA components.
IM Communications	Disseminate information detailing the following to all users: <ul style="list-style-type: none"> – Available products and services. – Products and services planned for delivery. – Process used to determine products and services planned for delivery.
IM Lifecycle	Improve SC 621's budget execution process to help maximum utilization of funds. Make improvements to the lifecycle process based on performance reviews using measures.
System Development	
Reference Package v1.0	Improve the consistency and quality of reference data used to support SC business activities.
Execution Work Management v1.0	Reduce the amount of time required to select and award SC research grants.
Execution Work Management v1.1	Reduce the amount of time required to manage SC fieldwork proposals.
Support Services Package v1.0	Provide improved reporting flexibility.
Budget Package v1.0	Improve the user's ability to access budget decision and budget justification information.
Intranet Package v1.0	Provide SC-HQ intranet access to Office of Science business information.
Execution Work Management v2.0	Provide the ability to access SC review and selection data for both grants and proposals.
Support Services Package v1.1	Improve SC's ability to concur electronically on IMSC automated business information.
Intranet Package v2.0	Expand intranet access SC-wide for Office of Science business information.
Budget Package v1.1	Improve the ability to enter and manage funding decisions.
System Retirement and Replacement	Improve the interoperability of legacy capabilities with current enterprise capabilities.
AIM Transition	Reduce the amount of time required to rollout an IMSC package.
System Engineering	
Disaster Recovery	Maintain specific service level uptime.
Office 2000	Provide more efficient means of reusing data.

Standard Desktop	Provide a documented process for delivering updates to the SC user desktop.
Security Services	Provide an improved encryption capability.
Workflow Infrastructure	Time required to update the routing network.
IMSC / Document Management Infrastructure	Provide infrastructure updates for rollout of IMSC functionality.
Intranet Infrastructure	Provide infrastructure updates for rollout of end user SC information.
33% Upgrade (LAPTOPS ONLY)	Provide more efficient computing resources for mobile and non-desktop work access.
System Retirement and Replacement	Improve the interoperability of legacy capabilities with current enterprise capabilities.
AIM	
System Development (IMSC) Integration	Facilitate tracking of rollout of efforts.
System Engineering Integration	Facilitate tracking of rollout of efforts.
Configuration Management	Provide improved method of rolling out products, tracking defects, and maintaining configurations.
Database Administration	Maintain integrity of data and uptime of system back ends.
Application Maintenance	Provide as needed maintenance to keep up-time optimal.
Training and Rollout Management	Provide rollout management capabilities and increase user knowledge.
Product Rollout	Reduce the time to rollout products from Systems Development and Systems Engineering through AIM and into Production by 15%.
Production	
Helpdesk	Provide optimal service to callers.
Operations	Optimize administrative issues.
Deskside	Provide optimal service to customers.
Support Center Management	Maintain service and customer satisfaction.
Hardware Maintenance	Maintain service level of agreement for hardware problems.
Server Side Operational Upgrades	Budget based issues for upgrades to HW / SW.
Enterprise Agreement	Optimize purchasing of software.
Program Management	
Extended Work Week (EWW)	Optimize need for extended work week issues.
Unplanned	
Field and HQ Collaborative Projects	
End User Credit Card Budget	Provide services as needed from budget issue.
Other Direct Costs (ODC)	Provide more accurate estimates of un-anticipated cost issues.

Table 6 - Performance Measures

FY 2000 Milestone Chart

Organization / Title	Deliveries			
	Q1	Q2	Q3	Q4
Strategic Planning and Architecture				
IM Strategic Plan Update				
Update the Principles	X			
Update the IRC	X			
Research & Recommend IRC tool	X			
Update Business Model	X	X		
Update the Data Architecture	X	X		
Update Applications Architecture		X	X	
Update Technology Architecture		X	X	
Update SV & TV (internal to 621)		X	X	
Update SV & TV (IM Board & ESC)			X	
FY 01 Operational Planning			X	X
FY 01 Integrated Schedule				X
IM Board Meetings (monthly)	X	X	X	X
Customer Group Meetings (monthly)	X	X	X	X
Architecture Reviews (ad-hoc)	X	X	X	X
Corporate Interface Reviews	X	X	X	X
IM Communications				
Publish IM Toady (quarterly)	X	X	X	X
Redesign Home Page	X			
Update Home Page	X	X	X	X
IM Info Architecture Road-show	X			
Field Collaboration Meetings (monthly)	X	X	X	X
SC 621 Quarterly Meeting (quarterly)	X	X	X	X
IM Lifecycle				
Budget Execution Meetings (monthly)	X	X	X	X
Acquisition Review (monthly)	X	X	X	X
SPA Policies Developed	X			
SD Policies Developed		X		
SE Policies Developed			X	
AIM Policies Developed		X		
SPA Web site developed	X			
Performance & Standards Reviewed	X	X	X	X
Process Improvement Established	X			
FY 01 Performance measures / metrics developed				X
Lifecycle Review / Update	X	X	X	X

System Engineering				
Disaster Recovery				X
Office 2000		X		
Standard Desktop		X		
Security Services		X		
Workflow Infrastructure	X			
Additional Workflow Engineering		X		
IMSC / Document Management Infrastructure			X	
Intranet Infrastructure		X		
System Retirement and Replacement	X	X	X	X
Created Image (400Mhz images)	X			
33% Upgrade (LAPTOPS ONLY)			X	

Organization / Title	Deliveries			
	Q1	Q2	Q3	Q4
System Development				
Support Services Package v1.0				
Beta 1		X		
Beta 2		X		
Beta 3			X	
Reference Package v1.0				
	X			
EWM 1.0				
Beta 1	X			
Beta 2	X			
Beta 3	X			
Beta 4	X			
EWM 1.1				
Beta 1		X		
Beta 2		X		
Beta 3		X		
Budget Package v1.0				
Beta 1		X		
Beta 2			X	
Beta 3				X
Intranet Package v1.0				
Beta 1		X		
Beta 2		X		
Beta 3			X	
Support Services Package v1.1				
Beta 1				X
Budget Package v1.1				
Beta 1				X
Intranet Package v2.0				
Beta 1				X
Execution Work Management v2.0				
Beta 1				X
System Retirement and Replacement				
	X	X	X	X

Application Integration and Management				
EWM 1.0 Beta 4	X			
Support Services 1.0 Beta 3			X	
EWM 1.1 Beta 3			X	
Budget 1.0 Beta 3				X
Intranet 1.0 Beta 3			X	
Support Services Package v1.0 Integration/Rollout				X
Reference v1.0 Integration/Rollout	X			
EWM v1.0 Integration/Rollout	X			
EWM v1.1 Integration/Rollout			X	
Budget v1.0 Integration/Rollout				X
Intranet 1.0 Integration/Rollout			X	
Disaster Recovery Requirements			X	
MS Office Integration/Rollout			X	
Standard Desktop Integration/Rollout			X	X
Security Services Integration/Rollout		X		
Workflow Integration/Rollout	X			
IMSC / Doc Mgmt Integration/Rollout			X	
Intranet Infrastructure Integration/Rollout		X		
Additional Workflow Integration/Rollout			X	
System Requirement and Replacement	X	X	X	X
33% Upgrade (LAPTOPS ONLY)			X	

Organization / Title	Deliveries			
	Q1	Q2	Q3	Q4
Production				
Complete NT Migration	X			
Workstation Upgrades	X	X		
Support Services 1.0				X
Reference 1.0	X			
EWM 1.0	X			
EWM 1.1			X	
Budget 1.0				X
Intranet 1.0				X
Disaster Recovery Plan				X
Office 2000			X	
Standard Desktop			X	X
Security Services		X		
Workflow Infrastructure	X			
Additional Workflow Infrastructure			X	
IMSC/Doc Mgmt Infrastructure			X	
Intranet Infrastructure		X		
System Retirement and Replacement	X	X	X	X